

## WARRANTY POLICY LETTER

<b>Reference number:</b>	<b>WPL-30-1073</b>	<b>Issued: 09 March, 2018</b>
<b>Subject:</b>	<b>Revised Warranty Audit Processes</b>	
<b>Applicable to:</b>	<b>All Dealers</b>	
<b>Distribute to:</b>	<b>After Sales Manager</b> <b>Executive Manager</b> <b>Service Manager</b> <b>Sales Manager</b>	<b>Warranty Staff</b> <b>Technician(s)</b> <b>Parts Staff</b>

This Warranty Policy Letter is an update of WPL-30-0208 from January 2009. Amendments to this document have a black line against them in the left-side margin.

Dear Colleagues,

The purpose of this letter is to confirm Warranty Audit process enhancements that have been effective since 1st January 2009 and standardises the audit process for all markets.

The Warranty Audits that may be undertaken are:

- Initial Warranty Audit – A review of a Dealer’s Warranty processes where there has not previously been a Warranty Audit visit. Any debit action would be restricted to false / fraudulent or overpaid claims on a line only basis.
- Full Warranty Audit – Full Warranty Compliance Audit for Dealers that have had previous Aston Martin audits. An extrapolated debit will be made where an Error Rate of 2.5% or more is identified. This value will be extrapolated by the total labour hours from the period under review.

Any debit action where the Error Rate is less than 2.5% will be debited by line.

At the conclusion of an audit, all Dealers will be asked to assist with the development of their action plan which will help with the correction of any audit deficiencies identified. This will need to be agreed and signed together with the debit statement by the Dealer Principal or elected representative at the final meeting.

Please ensure this letter is copied to all relevant staff within your Dealership.

Thank you for your support with this programme, if you have any questions please contact our Warranty Department on Tel. +44 (0) 1926 644708 or by e-mail to [Neil.Morris@astonmartin.com](mailto:Neil.Morris@astonmartin.com).

Yours faithfully



Neil Morris

Warranty Manager